

DART

DOUGLAS AREA RURAL TRANSIT



DIAL-A-RIDE

POLICIES & PROCEDURES

Effective January 10, 2010

Please complete Client Registration Form, Consent to
Use or Disclose Health Information Form, pages 23-26
(page 27 **MUST BE FILLED OUT** by a Professional)
and return all originals to the
Douglas County Senior Center
2300 Meadow Lane
Gardnerville, NV 89410



OVERVIEW

The DART Dial-A-Ride service is open to the general public, seniors 60 years and older, ADA disabled riders, and students. DART Dial-A-Ride meets the criteria established by the U.S. Department of Transportation under the Americans with Disabilities Act (ADA) of 1990.

DART Dial-A-Ride is a shared-ride systems designed to transport public passengers from "curb to curb". Riders seeking to participate in the Dial-A-Ride Express routes and Local Dial-A-Ride services simply need to plan ahead, call dispatch at (775) 783-6456 and schedule a ride.

Certification/Eligibility

ADA disabled riders seeking eligibility to ride DART Dial-A-Ride must first be certified. To become certified, you must complete a DART Dial-A-Ride application form. Application forms are available at the Douglas County Senior Center, or by calling (775) 783-6456. All potential passengers seeking ADA eligibility status must complete Part A of the application. Part B of the application form must be completed by a qualified professional. Applications that are completed will be reviewed within 21 calendar days of submission. Acceptable qualified professionals are:

- Physician (M.D. or D. O.) or registered nurse
- Physical or occupational therapist
- Psychiatrist, psychologist, or mental health counselor
- Vocational counselor, rehabilitation specialist or independent living skills trainer
- Licensed social worker or case manager
- Orientation and mobility instructor or travel trainer
- Ophthalmologist

Applicants are to use qualified professionals who are familiar with your particular disability and current functional abilities to use public transit with or without a) Personal Care Attendant (PCA).

Once you are eligible, you must notify the DART Dial-A-Ride System of any changes in your address, phone number, or disability.

SERVICE HOURS AND AREA

Douglas County DART Dial-A-Ride Services are available Monday through Friday, 8:00 A.M. to 5:00 P.M. No service on Saturday and Sunday or designated holidays. These following services provide rider's access to Douglas County:

- **Dial-A-Ride Express (A Deviated Fixed Route)** Provides for public access to Carson Valley Inn, Stephanie/Vicky, Vista Grande/Mica, Target, Wal-Mart, Costco, and the Carson Valley Swim Center. These services are available for trips beginning and ending within three-quarters (3/4) of a mile. For more information, call (775) 783-6456.
- **Local Dial-A-Ride** provides for public transit to Minden, Gardnerville, Ranchos, Johnson Lane, Minden Library, Museum, Douglas County Departments, Social Services and Carson Valley Medical Center. A 5 day advance notice is encouraged.
- **Senior Transportation** allows the public and seniors 60 years and older daily rides to these following areas: Douglas County Senior Center, Medical appointments and shopping trips.

FARES

Fares for one way trips are \$2.00 for adults ages 12 and over, Senior's and the Disabled are a suggested donation of \$1.00 and Students are \$1.00 with a student ID card. Medicare cards are accepted for the reduced fare. One PCA, can travel at no additional cost if the passenger with has registered as needing a PCA with DART. Passengers 60 years and younger are required to pay the exact fare upon boarding prior to departure. The fare must be paid in exact cash as the driver does not carry cash and cannot make change. Checks, ATM or credit cards are not accepted. However, DART passes can be used. Non-payment of fares will result in a denial of your trip.

TRIP RESERVATIONS AND CANCELLATIONS

For reservations or cancellations call (775) 783-6456 from 8:00 A.M. to 5:00 P.M. Monday through Friday. Calls on Saturday and Sunday or after hours will be taken by voicemail.

Reservations can be made up to two (2) weeks to five (5) days in advance. Request, for next-day services will be accommodated as space is available.

HOW TO MAKE A RESERVATION

Plan Ahead:

For the most important trips be sure to make your reservation as early as possible, up to two (2) weeks in advance. The earlier you schedule your ride, the better opportunity to get your requested trip without negotiation. If your requested time is not available you may be offered a negotiated time of up to one hour before or after your request. If an available time within those guidelines is not workable for you, have an alternate plan for

other transportation or for rescheduling at another time or day. Refusal of an available negotiated time is not considered a denial of service.

If your pick-up is at an apartment complex, nursing home, or adult program/day care center, it is the responsibility of the passenger to let the scheduler know if there are any special instructions needed, such as, security gated entries, apartment building number, or multiple entries to large institutions. Otherwise DART drivers will pick-up and drop-off at the main entrance or designated/ predetermined location. If the passenger fails to inform the scheduler of special instructions and the trip is missed as a result, it will be recorded as a "no-show."

Plan Your Trip Carefully:

Remember to allow up to 45 minutes for time spent picking up and dropping off other passengers before reaching your destination and be prepared for the possibility of delays due to traffic or bad weather. For example: if you must be somewhere at 10:00 A.M., plan your pickup for 9:00 A.M. When scheduling a return trip, please consider any unexpected delays you may encounter. For example: if you expect to be ready at 3:00 P.M., please ask for a 3:45 P.M. return time. At a minimum, if you are sure that no delays will occur when conducting your business, please remember to allow for a 15 minutes window and schedule your pick-up for 3:15 P.M., which means the bus could arrive as early as 3:00 P.M. or as late as 3:30 P.M. It is better to wait a few minutes than miss your scheduled ride. The DART Dial-A-Ride scheduler can help determine the most efficient use of a passenger's time.

Allow ample time to finish appointments. This is needed so you will be ready to board the vehicle at your scheduled pick-up time. **Be aware of opening and closing times at your destination to avoid waiting outside the building before or after business hours.**

If you are going to a doctor's office or other medical appointment, let the person who is making your medical appointment know you will be using DART Dial-A-Ride services. **Ask them how much time should be allowed for the appointment**, this will help you to set your return time. Please allow enough time for your appointments. If you miss your ride home because you under estimated how long the appointment will take, the needs of other paratransit passengers may not allow DART Dial-A-Ride to make a second trip for pick-up. In this case, you will need to find alternative transportation home. If DART Dial-A-Ride is able to return a second time, the needs of other customers may require that you wait additional time after you have completed your appointment. In this case, please be patient. **It is your responsibility to determine with your Doctor, how much time to allow for medical appointments.**

To Schedule a Ride:

DART Dial-A-Ride may be reach at (775) 783-6456 or (775) 783-6455 between 8:00 A.M. to 5:00 P.M. Monday through Friday. Calls on Saturday and Sunday or after hours will be taken by voicemail.

1. Reservations should be made up to 5 (five) days in advance. Requests for next-day service will be accommodated as space is available.
2. Same day reservations may be available if space is available.
3. When making a reservation, we urge you to schedule a time for your return trip. Waiting until the last minute to schedule a return trip could result in a long wait.
4. Staff will try to accommodate changes made to a reservation after 5:00 P.M. the day before your trip, but there is not a guarantee.
5. When making a reservation, please be ready to provide:
 - Your name
 - Your pick-up physical address (exact location of pick-up; for example, apartment building name, which entrance, etc.)
 - Your telephone number;
 - The date on which you wish to ride
 - The time at which you wish to be picked up at your point of origin. Please allow up to 45 minutes to reach each destination. DART Dial-A-Ride is a shared-ride system; therefore some trips may take longer.
 - Your drop-off address. (Exact location of destination including telephone number if possible.) Certain public locations have specific drop-off and pick-up areas that will have to be observed.
 - The time at which you wish to be picked up for your return trip.
 - Whether you use a wheelchair or other mobility device.
 - Dimensions of a "common wheelchair" is such a device, that does not exceed 30 inches in width and 48 inches in length measured 2 inches above ground, and does not weigh more than 600 pounds when occupied.
 - Whether a PCA will be riding with you. If you are registered with DART Dial-A-Ride as needing a PCA, he or she may accompany you at no additional cost.
 - Whether a companion will be riding with you. Companions are welcome to ride with you for \$2.00 per person.

PCA's and Companions:

Personal care attendants and companions **MUST** have the same origin and destination as the customer they are accompanying. DART Dial-A-Ride requires you to reserve a space for your PCA or companion (s) when scheduling your reservation. If more than one person accompanying you is designated as your PCA, only one will be allowed to ride at no fare. To maximize space available, accommodations for more than one traveling companion are granted on a space-available basis. Please remember, the request should be made when scheduling your reservation. To inquire about space availability, call DART Dial-A-Ride at (775) 783-6456 or (775) 783-6455.

Children:

When a child is traveling with an adult (who is serving as a PCA), a fare must be paid for the child and the adult attendant rides free.

Children accompanying a certified rider are considered traveling companions and a space must be reserved for them when scheduling a trip. Children riding as companions aged five (5) and over must pay the full fare, companions under age 5 can ride free.

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An adult accompanying a child on DART Dial-A-Ride is responsible for the child. Drivers are not permitted to carry children on or off the vehicle. If you will need assistance with the child, please bring a companion along to assist you.

If the child is 5 years of age or younger, or weighs less than 40 pounds, DART Dial-A-Ride Transit system strongly recommends that the child be secured in a child safety seat. The DART Dial-A-Ride Transit system does not provide safety seats for children.

Use of Portable Oxygen:

The ADA provides that transportation service must be provided to a rider who needs to bring along an oxygen bottle. **For safety reasons, it is required that the rider must maintain control of the oxygen bottle.** If the rider cannot transport the oxygen bottle or maintain control of the bottle, then the rider shall provide a Personal Care Attendant to perform those functions.

Pets:

Service animals are permitted to ride on DART Dial-A-Ride. Animals that are not service animals may not ride on DART Dial-A-Ride only if they are properly secured in a cage or kennel. For safety reasons, drivers are not permitted to carry cages or kennels on or off of the DART Dial-A-Ride vehicle. If you need assistance with a pet, please arrange to travel with someone who can help.

Please Keep in Mind:

It is our goal to provide the greatest number of customers with safe, prompt, efficient and friendly service. Therefore, we are unable to honor specific requests for the following reasons:

- More than six-round trip requests per phone call
- Specific drivers
- Specific seats
- A particular vehicle
- Specific routes with certain customers

HOW TO RIDE DART DIAL-A-RIDE

DART Dial-A-Ride vehicles are ADA compliant and are accessible by wheelchair. Riding DART Dial-A-Ride employs a deviated fixed route for those riders who seek an Express route to connect with JAC at Costco. The Local Dial-A-Ride services provide access to Minden, Gardnerville, Ranchos and Johnson Lane areas.

- DART Dial-A-Ride is a Curb-to-Curb service.
- DART Dial-A-Ride is a Shared-Ride service.
- The driver may not make unscheduled stops.
- If other passengers get on or off the vehicle before your stop, you may need to temporarily moved to accommodate these passengers.

- No assistance will be provided beyond the curb of your destination. If you require further assistance, a personal care attendant should accompany you.
- You may ride from any origin in the DART Dial-A-Ride service area for any purpose as long as a reservation has been made.
- The vehicle may arrive 15 minutes before or after your scheduled pick-up time. It is the passenger's responsibility to be available to board the vehicle at least 15 minutes prior to your scheduled pick-up time. You (and your PCA/companion) should meet the vehicle when it arrives.
- If the vehicle more than 15 minutes late for your scheduled time, please call DART Dial-A-Ride at (775) 841-7433 and a dispatcher will check the arrival time.
- The driver will provide passengers envelopes for suggested donations at the posted fare rate. Please note that if your companion is younger than 60 years drivers are required to collect the posted General Public fare. Please have exact change ready. Checks, ATM or credit cards are not accepted. If your need for a personal care attendant has been registered with Dial-A-Ride, there is no charge for him or her. Non-Payment of fares will result in a denial of your trip.
- Eating, drinking—including consumption of alcohol, chewing tobacco, smoking, littering or listening to audio devices without earphones will not be permitted.
- Shirts and shoes (or equivalent), must be worn.
- Passengers should refrain from engaging in inappropriate/distracting conversation with the driver.

Beneficiary Rights Under Title VI

Douglas Area Rural Transit (DART) is committed to ensuring that no person shall on the basis of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance, and that no discrimination takes place in any of the programs it operates. To obtain more information on DART's nondiscrimination obligations, please send a request to the address below. If anyone feels that he/she or others protected by Title VI have been discriminated against, a complaint may be filed. To file a complaint, send a written notice to Senior Services & Transportation Manager, 2300 Meadow Lane, Gardnerville, NV, 89410, RE: Title VI Complaint.

DRIVER ASSISTANCE POLICY

- Drivers are not permitted to enter any home or go beyond the threshold of any building.
- Drivers are required to maintain visual contact with vehicles at all times. Drivers may enter into the main lobby of a business for the exclusive purpose of notifying a patron that the vehicle is available for boarding, provided they are able to maintain line-of-sight contact with the vehicle at all times. In locations where drivers cannot maintain line-of-sight with their vehicle and go to the door to notify passengers of the arrival of their ride, passengers may request telephone notification of the bus arrival for the specific location. As this request may require special arrangements with their parties and is subject to review, please contact us at (775) 783-6456 or (775) 783-6455 to make a request.

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- Drivers are not permitted to maneuver a mobility device up or down stairs.
- Drivers are not permitted to physically lift passengers.
- Drivers are not permitted to carry objects over 15 pounds.
- Drivers are not permitted to load or unload passenger's carry-on items. It is the passenger's responsibility to load, unload and control all carry-on items.
- Passengers needing more assistance than the drivers are allowed to provide, are encouraged to make other arrangements for assistance at their pick-up and drop off points.
- One personal care attendant is allowed to ride with passengers as needed without charge.

WHAT TO DO IF YOU MISS YOUR RIDE

If you miss your scheduled ride, your missed trip will be treated as a "no-show". Contact DART Dial-A-Ride, (775) 783-6456 or (775) 783-6455 between 8:00 A.M. to 5:00 P.M. Outside of normal business hours, please call (775) 783-6455 and leave a message.

CARRY-ON ITEMS

In order to provide for the safety of our drivers and passengers, your carry-on items are limited to what can easily be contained and controlled by you and/or your companion(s). Items too large or too numerous to be reasonably controlled, carried or handled by a passenger are prohibited. Generally, packages with a combined weight of no more than 30 pounds are welcome on DART Dial-A-Ride. All items must be stowed out of the aisle or walkways, may not be placed in unoccupied seats and must remain within the passenger's immediate control. Customers or PCA/companions are responsible for getting packages to their destination. The following items are not allowed:

- Shopping carts;
- Hazardous materials;
- Firearms or weapons of any kind;
- Gas Powered Scooters;
- Additional packages.

HOW CAN DART DIAL-A-RIDE ACCOMMODATE YOU?

Visitors from other cities who are eligible under ADA criteria are welcome to use DART Dial-A-Ride during their visits to Douglas County for up to 21 days. Please call DART Dial-A-Ride at (775) 783-6455 if you are an out of town visitor wishing to register.

DART Dial-A-Ride customers should be offered the same access to other cities through our deviated fixed route and local Dial-A-Ride services upon showing rider identification card.

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CUSTOMER CODE OF CONDUCT

It is the DART Dial-A-Ride's policy to provide the safest and most comfortable ride for all passengers. Passengers who abuse the following Code of Conduct may adversely affect the DART Dial-A-Ride program as a whole. For the safety and comfort of all passengers, DART Dial-A-Ride has established these policies. There are certain instances when a passenger's conduct may adversely affect the DART Dial-A-Ride program. The following identifies the DART customer misconduct.

1. Customers may not operate any audio or visual equipment that may distract or impair other passenger's safety, comfort, or impair the ability to transport passengers safely. Examples include audio equipment, portable video games that have sound effects, etc.
2. Activities that infringe on the rights of other passengers.
3. Destruction of DART property or vehicles.
4. Inappropriate behavior or language that disturbs other passengers or staff. Including: abusive, obscene, threatening, harassing, suggestive language, hate speech or epithets (e.g. homophobic and religious slurs).
5. Fighting, physical abuse, challenging others to fight.
6. Promotion of or engaging in any illegal activities.
7. Injuring or placing another passenger, staff, or his or her property in a dangerous situation due to deliberate or careless misconduct.
8. Inconsiderate or discourteous behavior towards other passengers or staff.
9. Possession, use or sale of alcohol or controlled substances.
10. Racial, religious or sexual harassment of passengers or staff.
11. Vandalism or littering within DART vehicles.
12. Violation of any federal, state, or county laws and or regulations.
13. Violation of any policy or procedure of DART.
14. Violation of smoking laws both inside and outside of vehicles.
15. Inappropriate and or revealing attire.
16. Lack of personal cleanliness and good hygiene.

POLICY IMPLEMENTATION

The Senior Services and Transportation Manager (hereinafter referred to as the Manager) is responsible for implementing this code of conduct. The Manager will be responsible for making a determination regarding possible violations of this code of conduct. A level of discipline imposed on the participant, volunteer, or staff member will be determined by the Manager.

written response to the parties within 15 business days of the written request.

- iii) All decisions by the Director are final.
- b) If the complaint is against an employee, the Manager must follow the disciplinary procedures set forth in the Douglas County Code and/or the Douglas County Employees Association Bargaining Agreement. As personnel related matters are confidential, the complaining party does not have a right to know the outcome of any discipline. The complaining party does not have the right to appeal any decision of the Manager with respect to an employee.
- c) If the complaint is based upon a violation of the code of conduct, the Manager shall follow the procedures for discipline.

PROCEDURES FOR DISCIPLINE

- 1) The Manager must review the complaint and ensure the inappropriate behavior has been fully documented in the complaint, including:
 - a) Date and time of the incident
 - b) Information regarding what happened and who was involved;
 - c) Any other pertinent information
- 2) The Manager must evaluate the severity of the violation of the code of conduct.
- 3) If necessary, the Manager may ask the participant to leave the Senior Center until an investigation of the inappropriate behavior can be completed.
- 4) The Manager must speak to all individuals involved.
- 5) The Manager must determine the appropriate course of action

LEVELS OF DISCIPLINE

- 1) **Verbal Counseling:** In private, the Manager will confer with the participant, making every effort to define the extent of the problem and offer direction to the participant for correcting the behavior. Verbal Counseling should be utilized for minor behavioral issues. The Manager shall document the verbal counseling within the participant's file with Senior Services and Transportation.
- 2) **Written Warning:** A written warning may be used if the offense warrants or if the participant's behavior has not improved after verbal counseling. A participant should receive a written warning documenting the unacceptable behavior. The written warning must be signed by the participant and the Manager. A participant's refusal to sign the written warning should be so noted and signed by an additional staff member. The Manager shall keep the written warning and supporting documentation within the participant's file with Senior Services and Transportation.
- 3) **Suspension:** Suspension may be used if the offense warrants or if the participant's performance has not improved after a written warning. In cases where such action is warranted, the participant will be notified in writing that they will be suspended by the Manager. The Manager shall keep the suspension and supporting documentation within the participant's file with Senior Services and Transportation

- 4) **Investigatory Suspension:** When it is necessary to investigate a serious complaint, which may result in termination, the participant may also be placed on suspension pending the investigation. The investigating authority must notify the participant that they are suspended in writing pending the outcome of the investigation. The Manager shall conduct the investigation in a timely manner to avoid a lengthy investigatory suspension.
- 5) **Termination:** Termination may be used if the offense warrants or when all previous disciplinary action has failed to improve behavior. The District Attorney's Office must be consulted prior to a participant being informed of the termination. The Manager shall be responsible for issuing a written notice and advising the participant of the termination. The Manager shall keep the termination and supporting documentation within the participant's file with Senior Services and Transportation

CONSEQUENCES OF UNINTENTIONAL MISCONDUCT:

Any act that would qualify as misconduct, but is the direct and immediate act of the passenger's disability shall be considered Unintentional Misconduct. One example would be such as abusive language that is the consequence of Tourett's Syndrome. Consequences of Unintentional Misconduct will be addressed as noted below after counseling with the passenger.

1. A passenger may be subject to any reasonable accommodation requirement that will ensure the safety of all passengers and drivers.
 - a. A passenger may be required to ride with a PCA.
 - b. A passenger may be required to attend training or receive additional counseling in proper transit conduct.
2. The accommodation requirement may last for a time period sufficient to allow the passenger to learn appropriate behavior.
3. The accommodation requirement may be permanent if the conduct is beyond the passenger's control.
4. If a passenger commits an act of misconduct that he or she has been trained inappropriate, that act is considered intentional.

Passengers will be notified in writing before DART Dial-A-Ride takes any of these steps. A passenger whose service is to be suspended because of misconduct has a right to request a hearing through an appeals process, see Appendix B.

DART DIAL-A-RIDE NO-SHOW AND LATE CANCELLATION POLICY

Because cancellations may cause lost trips and/or rides for other passengers, it is necessary to enforce a no-show and late cancellations policy. This policy is as follows:

1. Three (3) no-shows and/or late cancellations within a ninety (90) day period will result in a warning letter.
2. Six (6) no-shows and /or late cancellations within a ninety (90) day period will result in a 14 calendar day suspension from DART Dial-A-Ride service.

3. Nine (9) no-shows and/or late cancellations within a ninety (90) days period will result in an additional 30 calendar day suspension from DART Dial-A-Ride service.
4. Ten (10) no-shows and/or late cancellations within a ninety (90) day period will result in a termination from DART Dial-A-Ride service.

This policy prevents excessive bookings and cancellations of rides that deny other passengers needed transportation services. A cancellation or no-show that is medically related will not be counted, if you notify DART Dial-A-Ride between 8:00 A.M. – 5:00 P.M. Documentation may be required.

Cancellations should be made at least one hour before the scheduled pick-up time. Cancellations made less than one hour prior to the scheduled pick-up time will be considered a late cancellation. This policy applies to all scheduled trips.

A passenger whose service is to be suspended because of misconduct has a right to request a hearing through an appeals process, see Appendix B.

DART (DIAL-A-RIDE) EXCESSIVE CANCELLATION POLICY

Even when a trip is cancelled a day in advance or at least one hour before the established pick-up time, a pattern of excessive cancellations causes DART Dial-A-Ride service to not be available at the time other passengers desire service. The policy is as follows:

Passengers canceling 50% or more of their scheduled trips with a minimum of six (6) cancellations within a ninety (90) day period, will be subject to a 30-day suspension from service.

ACTIONS RESULTING FROM NO-SHOW, EXCESSIVE CANCELLATIONS, LATE CANCELLATIONS

You will be notified in writing before DART Dial-A-Ride takes any of these steps. A DART Dial-A-Ride passenger whose service is to be suspended because of no-shows, has a right to request a hearing through an appeals process, see Appendix B. An appeal may be filed at any level of suspension. There will be no loss of service while an appeal is in progress.

PARATRANSIT – Comparable transportation for individuals, who because of physical or mental impairment, cannot use a regular fixed-route system.

PERSONAL CARE ATTENDANT (PCA) - An individual, who, accompanies the paratransit eligible individual, who requires more assistance than that provided by the driver. Examples of PCA activities performed on behalf of the passenger may include mobility assistance, personal care, or communication.

SERVICE ANIMAL – Any guide dog, signal dog, service dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability.

SERVICE AREA – Area in which DART Dial-A-Ride will pick-up or drop-off individuals. Currently the Service Area contains three-quarters (3/4) of a mile on each side of each fixed-route.

VISTOR – Someone who does not reside in the jurisdiction served by the Douglas Area Rural Transit system.

APPENDIX B APPEALS PROCESS

Appeal of Service Suspension, Termination and Eligibility Certifications

APPEALS POLICY

The Appeals Policy for participants is designed to provide the participant with a fair and equitable review of the disciplinary actions.

- 1) **Appeal of Verbal Counseling.** Verbal counseling is not subject to an appeal.
- 2) **Appeal of Written Warning:** A participant may write a written response to the written warning. The response will be attached to the written warning and kept with the participant's file at the Senior Center and or DART Administrative Offices.
- 3) **Appeal of Suspension or Termination:** A participant may appeal the decision of a suspension or termination (excluding an investigatory suspension).
 - a) The participant subject to either a suspension or termination, excluding an investigatory suspension, may request a review by the Community Services Director.
 - i) The participant requesting an appeal must file a written request with the Manager within seven (7) days after being provided with the notice of suspension or termination.
 - ii) Upon receipt of the appeal, the Manager shall send forward a copy of information used to make the determination, a copy of the determination and a copy of the appeal to the Community Services Director.
 - iii) The Community Services Director (or their designee) shall review the information no later than ten (10) calendar days following the receipt of this notice. The Community Services Director may meet with the parties if he or she feels it is warranted.
 - iv) The Director of Community Services shall provide their decision in writing to the Manager and the participant no later than twenty (20) calendar days from the date of the notice.
 - b) If the participant is not satisfied with the decision of Community Services Director, the participant may appeal the decision to the Appeals Board.
 - i) The participant requesting an appeal must file a written request with the Manager within seven (7) days after being provided with the decision of the Community Services Director.
 - ii) Upon receipt of the appeal, the Manager shall send forward a copy of information used to make the determination, a copy of the determination and a copy of the appeal to the members of the Appeals Board
 - iii) The Appeals Board shall review the information and hold a hearing with the parties no later than twenty (20) calendar days following the receipt of this notice.

- iv) After meeting with the parties the Appeals Board shall provide their decision in writing to the Manager and the participant no later than ten (10) calendar days from the meeting.
- v) The determination by the Appeals Board is not appealable.

4) Appeals Board:

- a) The appeals board shall be comprised of the following individuals:
 - i) Four members of the Senior Services Advisory Committee
 - ii) The President of the Young at Heart Senior Club
 - iii) A member of the Senior Services and Transportation staff.
- b) The Manager shall choose which members of the Senior Services Advisory Committee and which Senior Services and Transportation staff will serve on the Appeals Board.
- c) If there is a conflict of interest, or a member of the Appeals Board is personally involved in the complaint, the Manager may replace that individual with a non-interested member of the senior services advisory committee or staff.

ASSISTANCE

If assistance is needed filling out the attached written complaint, please contact the Manager, who will assist you.

Conduct of Hearings

The manner of conducting hearings is under direction, control and discretion of the Manager. These guidelines govern issues, evidence, and documents:

- The issues to be decided at the hearing are limited to those set forth in the Request for Hearing.
- Evidence commonly relied upon by reasonable, prudent persons will be heard and considered. Specifically, this includes statements (oral and written), documents and copies of documents, official and business reports, and records not certified as such.
- Irrelevant, immaterial, redundant or unduly repetitious evidence will be excluded.
- A record of the hearing (electronic or otherwise) will be kept, as determined by the Manager.

Eligibility Certification appeals will be considered by the ADA Eligibility Certification Board made up of three (3) persons, the Transit Coordinator of the City or his/her designee, the Transportation Manager of the City or his/her designee, and an individual who is knowledgeable in the limitations of the disability in question.

Decisions

All decisions will be in writing. Decisions will be rendered at the conclusion of the hearing or as soon thereafter as a decision can be made. The Manager will notify the Requester in writing of the decision and the reasons for the decision.

Effective January 10, 2010

GENERAL

The Manager may modify or waive any of these rules in the interest of fairness or justice for good cause shown.

The Douglas Area Rural Transit system is not required to provide transportation to individuals for the duration for the certification appeals process if meeting are held outside of Monday through Friday 8:00A.M. to 5:00 P.M..

ASSISTANCE

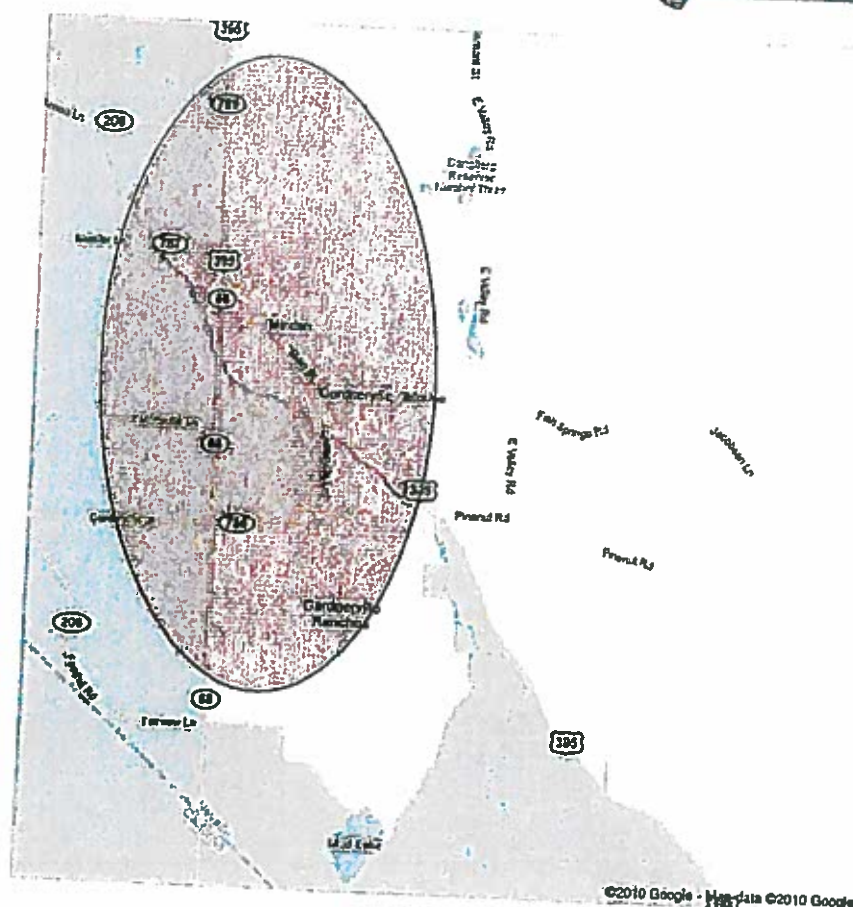
If assistance is needed filling out the required documentation, please contact the Manager, who will assist you.

DART DIAL-A-RIDE SERVICE

RIDE MAP

Google Maps

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<http://maps.google.com/maps?hl=en&ie=UTF8&ll=38.925229,-119.710808&span=0.12954...> 8/30/2010

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APPENDIX D

Disability Means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.

1. The phrase physical or mental impairment means-
 - a. Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological, musculoskeletal, special sense organs, respiratory including speech organs, cardiovascular, reproductive, digestive, genitor-urinary, hemi and lymphatic, skin and endocrine;
 - b. Any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities;
 - c. The term physical or mental impairment includes, but is not limited to such contagious or non-contagious disease and conditions as orthopedic, visual, speech, and hearing impairments; cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, mental retardation, emotional illness, specific learning disabilities, HIV disease, tuberculosis, rug addiction, and alcoholism;
 - d. The phrase physical or mental impairment does not include homosexuality or bisexuality.
2. The phrase major life activities means functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, eating, sleeping, standing, lifting, bending, reading, concentrating, thinking, communicating, working, reaching, sitting, interacting with others and work.
3. The phrase has a record of such an impairment means has a history of, or has been misclassified as having, a mental or physical impairment that substantially limits one or more major life activities.
4. The phrase is regarded as having such an impairment means-
 - a. Has a physical or mental impairment that does not substantially limit major life activities, but which is treated by a public or private entity as constituting such a limitation;
 - b. Has a physical or mental impairment that substantially limits a major life activity only as a result of the attitudes of others towards such an impairment; or
 - c. Has none of the impairments defined in paragraph (1) of this definition but is treated by a public or private entity as having such an impairment.

APPENDIX E

DART Dial-A-Ride Transit System
2300 Meadow Lane
Gardnerville, NV 89410

Phone: (775) 783-6455 Fax: (775) 783-6457

DART Dial-A-Ride ELIGIBILITY APPLICATION

PART A **Personal/ Contact Information**

DART Dial-A-Ride provides curb-to-curb transit services to the general public all riders are eligible to ride any service available. To become eligible for service, applicants along with a qualified professional such as: physician (M.D. or D.O.) or registered nurse, physical or occupational therapist, psychiatrist, psychologist, or mental health counselor, vocational counselor, rehabilitation specialist or independent living skills trainer, licensed social worker or case manager, orientation and mobility instructor or travel trainer, or ophthalmologist must complete and submit Part A and Part B for review. Applicants will also need to complete an Authorization form for Disclosure of Protected Health Information attached to Part B that will be submitted by the qualified professional.

PLEASE TYPE OR PRINT IN INK TO COMPLETE APPLICATION FORMS

Last Name _____ First Name _____ MI _____
Address _____ Apt. No. _____
City/Town _____ State _____ Zip _____
Home Phone: (____) _____ Work Phone: (____) _____
Cell Phone: (____) _____ DOB ____/____/____
Email Address: _____

Do you require information in an alternative format?

Braille _____ Large Print _____ Audio Tape _____ Other: _____

If someone is helping you with this application, that person must complete the following:

Name _____
Address _____
Home Phone (____) _____ Work Phone (____) _____

Emergency Contact Information:
Effective January 10, 2010

Name _____ Relationship _____

Home Phone (____) _____ Work Phone (____) _____

Cell Phone (____) _____

INFORMATION ABOUT YOUR ABILITIES

1. What is the disability or health condition that provides for your ADA usage of DART Dial-A-Ride:

- ☐ Certified Legally Blind
- ☐ Loss or inability to use one or more limbs
- ☐ Severe effects of stroke
- ☐ Paralysis affecting mobility, speech, vision or memory
- ☐ Severe Arthritis
- ☐ Autoimmune Disorders, for example, Lupus or Scleroderma etc.
- ☐ Severe cardiac and/or respiratory impairment affecting strength and/or endurance
- ☐ Developmental disabilities, for example, mental retardation, cerebral palsy, epilepsy, autism or neurological disorder, etc.
- ☐ Hearing loss accompanied by an inability to understand speech with/without a hearing aid

Other (please explain):

- a. Is your disability permanent? _____ Yes _____ No

- b. If your disability is temporary, how long do you expect it will be until you're better?
_____ Months.

- c. Is there a season during the year that your disability/health condition worsens and prevents you from traveling without help? (Check all that apply)

_____ Spring _____ Summer _____ Fall _____ Winter

2. Do you use any of the following mobility aids? Check all that apply.

_____ Manual Wheelchair

_____ Electric Wheelchair

_____ Powered Scooter

_____ Cane

_____ Walker

_____ White Cane

_____ Service Animal

_____ Crutches

_____ Oxygen

_____ Other (please list) _____

3. Do changes in weather (like extreme heat, cold, wind, rain, snow and/or ice) combined with your disability or health condition stop using DART Dial-A-Ride services?
_____ Yes _____ No

Effective January 10, 2010

If yes, explain completely. Use an additional sheet if necessary.

4. Do you require the assistance of a personal care attendant (PCA) when you travel?
(Riders must provide their own PCA)

_____ Yes _____ No _____ Sometimes

5. All DART Dial-A-Ride Transit System Vehicles have wheelchair lifts (if you are unable to climb stairs, you can stand on the lift). Can you get on and off the bus without the assistance of another person?

_____ Yes _____ No _____ Sometimes

If you answered No or Sometimes, explain why:

6. Does your disability or health condition stop you from getting to or from a bus stop without help from another person, for one or the following reasons?(Check all that apply.)

_____ Unable(not just difficult) to travel on rough or hilly terrain

_____ Extreme sensitivity to certain weather conditions

_____ Extreme fatigue due to health condition

_____ Unable to cross busy intersections

_____ Lack of sidewalks and curb cuts at bus stop

_____ Unable to locate bus stop due to a visual impairment

_____ Unable to wait outside for ten (10) minutes or more

_____ Unable to travel on ice or snow covered surfaces

_____ Unable to identify correct bus in the daytime when it is light

_____ Unable to identify correct bus in early morning or evening hours when it is dark

_____ Other

Please explain: _____

7. Indicate below how far you are able to travel without help.

_____ Less than 200 feet _____ 1/4 mile(3 blocks) _____ 1/2 (6 blocks)

_____ 3/4 mile (9blocks) _____ more than 3/4 of a mile

8. After arriving at a bus stop, how long can you wait outside (not sitting) until the bus arrives?

☐ 30 minutes or longer ☐ 15 minutes ☐ 10 minutes

☐ Less than 10 minutes

If you cannot stand while waiting, why not?

9. Which of the following functions are you unable to perform without assistance from another person" (check all that apply)

☐ Understand and/or process information

☐ Ask for, or follow written or oral information, such as schedules including TDD, audio tape or voice?

☐ Figure out the correct fare?

☐ Follow instructions in an emergency?

☐ Recognize your destination while on the bus?

☐ Once you get off the bus, locate and reach your destination?

☐ Cross a busy intersection?

☐ Find your way between familiar locations?

☐ Signal the bus driver to get off the bus at a familiar stop and then get off the bus?

☐ Assume the driver calls all stops.

☐ Grasp coins, passes, and handles?

☐ Communicate addresses, destination, and telephone numbers on request?

☐ Deal with unexpected situations or unexpected changes in routine e.g., route change due to road construction, regular bus stop closed?

☐ Go up and down steps?

10. If training for riding on DART Dial-A-Ride bus system were available at no charge, do you think that you would benefit from receiving this training?

☐ Yes ☐ No

I understand that the purpose of completing PART A is the first step to determine if I am for ADA/Disabled transit service.

I certify by my signature that I have been truthful in answering all questions in the application, and that the information I have provided is correct. I understand that providing false information could result in denial of service.

Applicant's Signature

Date

DART Dial-A-Ride Transit System
2300 Meadow Lane
Gardnerville, NV 89410

Phone: (775) 783-6455 Fax: (775) 783-6457

DART DIAL-A-RIDE TRANSIT SYSTEM ELIGIBILITY APPLICATION

PART B

Professional Verification

Dear Qualified Professional:

The application form below contains questions to assist you in evaluating the applicant to determine their ADA status.

Please read the following ADA (Americans with Disabilities Act) definition of a persona with a disability:

Any person with a disability who is unable, as a result of a physical or mental impairment to board, ride or disembark from an ADA accessible vehicle independently or complete transfers without the assistance of another individuals.

And/or

Any person with a disability who has a specific impairment that prevents them from traveling to and from a bus stop on the public bus system. Architectural and environmental barriers such as distance, terrain or weather do not, standing alone, form a basis for eligibility. However, consideration should be given to the interaction of environment conditions (terrain and weather) with the individual's impairment related condition.

Name of Applicant _____ P.O. Box/Street Address _____ City _____ State _____ Zip code _____

Is the applicant eligible for ADA/ Disability status:

Yes

No

If no, please explain what additional services needed: For example a (PCA) Personal Care Assistant etc. that will safely assist this ADA/ Disable Rider to board and exit transportation vehicles safely, please explain:

Professional Signature _____

Date _____

Printed Name _____

Certification/Licensure _____

Phone Number _____

Effective January 10, 2010

APPENDIX – F

COMPLAINT

My complaint is against _____
_____, who is a

Participant

Volunteer

Employee

(please circle one) at the Douglas County Senior Center or with Douglas Area Rapid
Transit (DART Dial-A-Ride)

My complaint is based upon the following:

Signature of complaining party

Printed name of complaining party

Date of incident

Date of filing

Signature of Manager

Received on

Effective January 10, 2010

WRITTEN WARNING

You are being issued this written warning as a result of your conduct on _____

while participating in the _____

It is my determination that you violated the Senior Services and Transportation Code of Conduct by: _____

Further misconduct by you may result in your suspension or termination from participating in activities provided by the Douglas County, Senior Services and Public Transportation.

If you feel this warning is unfair, you may write a response to be attached and placed in your file with Senior Services and Transportation.

Signature of participant

Signature of Manager

Date

SUSPENSION

Effective _____ you are being suspended from participating in the following programs at the Douglas County: _____

_____ for _____ calendar days. You may resume your participation on _____.

It is my determination that you violated the Senior Services and Transportation Code of Conduct by: _____

Further misconduct by you may result in your suspension or termination from participating in activities provided by the Douglas County, Senior Services and Transportation. If you feel this suspension is unfair, you may write file an appeal with the Senior Services and Public Transportation Manager within seven (7) days. Your appeal will be heard by the Community Services Director.

Signature of participant

Signature of Manager

Date

TERMINATION

Effective _____ you are being terminated from participating in the following programs with Douglas County, Senior Services and Transportation: _____

It is my determination that you violated the Senior Center Code of Conduct by: _____

If you feel this termination is unfair, you may write file an appeal with the Senior Services and Transportation Manager within seven (7) days. Your appeal will be heard by the Community Services Director.

Signature of participant

Signature of Manager

Date

Department of Health and Human Services
Aging and Disability Services Division
Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE READ IT CAREFULLY.

Your health information is personal and private. The law says that we (the Aging & Disability Services Division) must protect this information. When you first asked for our help or services, you gave us information that helped us decide if you qualified. It became part of your file, which we keep in our offices. Also in your file is information that is given to us by hospitals, doctors and other people who treat you. A federal law says that we must give you this notice to help you understand what our legal duties are and how we will protect your health information.



When is it okay for us to share your health information?

If you sign a special form that tells us it is okay to share your health information with someone, then we will share it. You can cancel this at any time by notifying us in writing except if we have already shared the information. We do not use your information for marketing or share psychotherapy notes without your written approval.

When can we share your health information without your ok? Your information can be shared without your okay when we need to approve or pay for services. We can also share it when we review our programs and try to make them better. Under the law, these uses are called treatment, payment and health care operations.

The law says that there are some other situations when we may need to share information without your okay. Here are some examples.

For your medical treatment and payment

- When you need emergency care
- To tell you about treatment choices
- To remind you about appointments
- To help our business partners do their work
- To help review program quality

For public health reasons

- To help researchers study health problems
- To help public health officials stop the spread of disease or prevent an injury
- To protect you or another person if we think that you are in danger

For your personal reasons

- To tell your family and others who help with your care things they need to know
- To be listed in a patient directory
- To tell a funeral director of your death
- If you have signed organ donation papers, to make sure your organs are donated according to your wishes

Other special uses

- To help the police, courts and other people who enforce the law
- To obey laws about reporting abuse and neglect
- To report information to the military
- To help government agencies review our work and investigate problems
- To obey court orders

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DATE OF BIRTH: _____ / _____ / _____ ☐ MALE ☐ FEMALE
PHYSICAL ADDRESS: _____ PHONE NUMBER: (____) _____
MAILING ADDRESS: _____
(If Different) _____

EMERGENCY CONTACT INFORMATION (*Attach additional papers if more than one person*):

NAME (First/Last): _____ RELATIONSHIP: _____
HOME PHONE: (____) _____ WORK OR CELL PHONE: (____) _____

ETHNICITY

- ☐ HISPANIC OR LATINO
☐ NON-HISPANIC OR LATINO

RACE

- ☐ WHITE, CAUCASIAN
☐ HISPANIC
☐ AMERICAN INDIAN / ALASKAN NATIVE
☐ ASIAN
☐ BLACK / AFRICAN AMERICAN
☐ NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
☐ OTHER _____

If you do not speak English, what is your primary language? _____

☐ I was provided the *Notice of Privacy Practices*

YOUR INCOME IS:

(The Service Provider will supply you with the current Federal Poverty Guidelines and 300% SSI amount.)

- ☐ BELOW POVERTY OR ☐ ABOVE POVERTY
☐ BELOW 300% SSI OR ☐ ABOVE 300% SSI

DO YOU LIVE ALONE?

☐ Yes ☐ No

ARE YOU DISABLED?

☐ Yes ☐ No

ARE YOU FRAIL?

☐ Yes ☐ No

ARE YOU HOMEBOUND?

☐ Yes ☐ No

ARE YOU A CAREGIVER?

☐ Yes ☐ No

If you are a caregiver, who do you care for?

- ☐ Spouse ☐ Child, Age 0-18 ☐ Adult Child
☐ Parent ☐ Family Member
☐ Other _____

WHICH OF THE FOLLOWING ARE YOU UNABLE TO PERFORM WITHOUT ASSISTANCE?

Activities of Daily Living (ADLs):

- ☐ Eating ☐ Dressing
☐ Bathing ☐ Toileting
☐ Transferring In/Out of a Bed/Chair
☐ None – I can perform these activities

Instrumental Activities of Daily Living (IADLs):

- ☐ Preparing Meals ☐ Light Housework
☐ Taking Medication ☐ Heavy Housework
☐ Managing Money ☐ Using the Telephone
☐ Shopping ☐ Using Transportation Services
☐ None – I can perform these activities

Client Signature
(Initial or Revised Registration)

Date

Client Signature – 2nd year
(I certify that my information has not changed.)

Date

Client Signature – 3rd year
(I certify that my information has not changed.)

Date

Client Signature – 4th year
(I certify that my information has not changed.)

Date

FOR OFFICE USE ONLY

Services Registered For:

☐ _____
☐ _____

New to This Service?

☐ Y ☐ N
☐ Y ☐ N

Nutrition Risk Assessment Score:

Site:

Notes:

For All Programs, Except Congregate Meals: Revised 6/14

Y

N

